

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-223/Office Leasing

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I. Goal

Improve the office leasing services provided to user departments.

II. Objectives and Policies

- A. #1 - Reduce the average number of days to complete lease negotiations for new space, and lease execution from approximately one hundred fifty (150) days, to one hundred twenty (120) days.
- B. #2 - In addition to securing office space for user departments in private leased space, assume the additional statewide responsibility of assigning office space to user departments in state office buildings. This new objective replaces the one mentioned in last year's report (improve the submittal forms for leasing requests prepared by user departments) since this is a more significant objective for both the Office Leasing Program and the Public Works Division.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Reduce the average number of days to complete lease negotiations and lease execution from approximately one hundred fifty days (150) days, to one hundred twenty (120) days.
  - 1. Past Year's Accomplishments:
    - a. Authorization of Overtime Work - In order to expedite processing of new lease requests and lease renegotiations, overtime work was authorized for two of our Leasing Specialists.
    - b. Determine Leasing Authority - Departments have been requesting new leases for non-office or minimal office uses. With the assistance of the Attorney General's office, we determined that our primary authority and responsibility will be to lease workplaces which are primarily "office" in nature.

- c. Improve Lease Document Review Process - With the Attorney General, Land Transportation Division's data communication activated, we have been transferring lease documents drafts more efficiently through the e-mail system. However, we need to acquire software for our computers in order to improve the compatibility with the Attorney General's word processing program.
- d. Leasing Practices of Other State Governments - We have been participating with representatives from other state governments in information gathering, to determine what their leasing practices are. We hope to use this information constructively to improve our operations. However, the results are not yet available.
- e. Provide Educational and Networking Opportunities for Staff - We have been able to get approval for staff to attend various presentations put on by industry related organizations. We continue to search for more applicable topics which can qualify for out-service training.

2. Required Actions

- a. Request approval for an additional Leasing Specialist position and an Account Clerk III position in the FY 03 supplemental budget in order to improve our efficiency in accomplishing existing leasing responsibilities.
- b. Continue to work with the Department of Health, Disabilities and Communication Access Board (DCAB) to resolve remaining issues in order to finalize our Americans with Disabilities Act (ADA) guidelines for leasing office space in private commercial buildings.
- c. Secure compatible word processing software in order to improve the transmittal of lease document drafts to the Attorney General's office.
- d. Pursue communications with other state governments to get information on their leasing practices.

3. Implementation Timetable

- a. One Year - Complete revisions to the minimum ADA guidelines for leasing office space and all commercial property, and distribute the same to all branches of State government for implementation. Obtain compatible word processing software to improve communication and transmittal of lease document drafts to the Attorney General's office. Secure approval for overtime until additional Leasing Specialist position is approved and filled.
  - b. Two Years - Complete the reclassification and/or establishment of the new positions, fill them and assume the space assignment responsibilities for state office buildings.
  - c. Five Years (or less) - Have Americans with Disabilities Act (ADA) site surveys completed for a majority of properties which are, or which can be considered for lease.
- B. Objective/Policy #2 - In addition to securing office space for user departments in private leased space, assume the additional statewide responsibility of assigning office space to user departments in state office buildings.
  - 1. Past Year's Accomplishments
    - a. Assignment of State Office Space - In anticipation of the Legislature's approval for additional staffing, the Leasing Services Branch has begun making space assignments to state agencies within selected state office buildings, and has been involved with the planning for a new state office facility.
    - b. Human Resources Management System - Began investigating the possibility of using information from the Department of Human Resources Management's new software package in attempts to identify state employees with their specific workplaces (lease space and state buildings) throughout the state.
  - 2. Required Actions
    - a. Include in the FY 2003 supplemental budget, a request for additional staff needed to carry out the responsibilities for space assignments in new and existing state office buildings. Although a request will only be made for an Architect III position, the other positions being requested to support the leasing functions

(Leasing Specialist and Account Clerk) will also support the function of space assignments in state office buildings.

- b. In anticipation of Legislative approval for the additional positions, establish policies and procedures to address the additional responsibilities of space assignments in new and existing state office buildings. This action is subject to the Legislature's approval for additional staffing.
- c. Work with the Disabilities and Communication Access Board (DCAB) to make the minimum ADA guidelines the same for leased space as well as for state office buildings.

3. Implementation Timetable

- a. One Year – Subject to the Legislature's approval for additional staffing, commence with all necessary personnel and administrative requirements (i.e. branch reorganization, establishing positions).
- b. Two Years – Establish branch policies and procedures for assigning space in state office buildings which are under the control and management of the Department of Accounting and General Services.
- c. Five Years – Transfer floor plans for six to eight state office buildings onto CAD (computer assisted design) files, and identify and re-qualify all state agencies for their occupied space in these facilities.

IV. Performance Measures

A. Customer Satisfaction measure

- 1. Obtain evaluations on the performance of leasing services from user departments after filling the additional Leasing Specialist and Account Clerk positions for a year. Areas identified through this survey will be immediately addressed.

2. Obtain evaluations and comments from all departments about the ease and increased efficiency of having one branch in the Public Works Division handling all requests for office space in both leased and state owned office buildings. Solicit evaluations from departments after filling the Architect position for one year.

B. Program Standard measure

1. Seek measures of comparison with other applicable branches of State, County or Federal governments who perform office leasing services.
2. Evaluate the program's efficiency with changes in the number of lease requests made, and program staffing.

C. Cost Effectiveness measure

1. Evaluate any financial impact on the user departments, for leases which take over one hundred and twenty (120) days to negotiate and execute.
2. Evaluate other operational or legal impacts (i.e. Felix vs. Waihee court mandates) on the user department and the clients/customers they service, for leases taking over one hundred and twenty (120) days to negotiate and execute.
3. Determine the additional lease savings created from right-sizing offices in state office buildings and re-occupying the space with agencies from lease space.